EBOX-3310MX-D4C series

User's Guide

DMP
EMSP Group

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Safety Information

WARNING

- Do not expose EBOX-3310MX-D4C series to rain or moisture, in order to prevent shock and fire hazard.
- Never install EBOX-3310MX-D4C series in wet locations.
- Do not open the cabinet to avoid electrical shock. Refer to your nearest dealer for qualified personnel servicing.
- Never touch un-insulated terminals or wire unless your power adaptor and display monitor are disconnected.
- Locate EBOX-3310MX-D4C series as close as possible to the socket outline for easy access and to avoid force caused by entangling of your arms with surrounding cables from the EBOX-3310MX-D4C series.
- When using EBOX-3310MX-D4C series, avoid using or installing the modem to the serial port during a storm or a lightning.
- Do not use the modem or a telephone to report a gas leak in the vicinity of the leak.
- USB connectors are supplied with Limited Power Sources.

> **DO NOT ATTEMPT TO OPEN OR TO DISASSEMBLE THE CHASSIS (ENCASING) OF THIS PRODUCT. PLEASE CONTACT YOUR NEAREST DEALER FOR SERVICING FROM QUALIFIED TECHNICIAN.**

Regulatory

FCC Class A Note

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference in which case the user will be required to correct the interference at his own expense. Testing was done with shielded cables. Therefore, in order to comply with the FCC regulations, you must use shielded cables with your installation.

WARNING

This product complies with EN55022 class A. In a domestic environment this product may cause radio interference in which case the user may be required to take adequate measures.

Changes or modifications to this unit not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

This device complies with Part 15 of the FCC rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

This digital apparatus does not exceed the Class A limits for radio noise emissions from digital apparatus as set out in the interference - causing equipment standard entitled "Digital Apparatus", ICES-003 of the Department of Communications.

Manufacturer's Declaration of Conformity

This equipment has been tested and found to comply with the requirements of European Community Council Directives 89/336/EEC and 73/23/EEC relating to electromagnetic compatibility and product safety respectively.

Attention

This product has been designed and certified to comply with certain regulatory requirements pertaining to Information Technology Equipment. This product has not been designed for use as a medical device. Without limitation of the foregoing, this product is not intended and has not been certified for use in a hospital or clinical environment to diagnose, treat, or monitor patients under medical supervision, and is not intended and has not been certified to make physical or electrical contact with patients, nor to transfer energy to or from patients and/or to detect such energy transfer to or from patients.

Purchase Agreement

Purpose:

In accordance to the general commercial conduct of Trust and Fair Trade, herewith below is the agreement for the protection for both parties, DMP and Users in pursuant of trading.

Product Description:

With this product, herewith also known as EBOX-3310MX-D4C series which is a simplified & an economical design of an embedded device for Special Purpose Personal Computing. The basic specification of this product comprises of the x86 technology design, and with onboard 1GB DDR2 System memory, VGA display, USB, PS/2 Keyboard/Mouse, RCA TV-IN and LAN Interfaces.

Distribution Convention:

1. This Product includes a gift box, an inner case, a PC, a Power adaptor, (and SATA cable will be included only for Models with SATA supported package). Upon receiving this product, kindly please refer to the User' Manual to check for the contents and appearance of this product; contact immediately your nearest dealer or DMP office for any defective or missing parts. The supplier will not be responsible for any reported discrepancy thereafter the expiration period of 3-days from the date of purchase.

2. In consideration of transportation and the cost of storage, the supplier provides to the distributors a warranty of 12-months. This warranty covers the failure caused by hardware breakdown (excluding hard drives), but does not cover the act of misuse and mishandling.

3. The supplier will not accept unknown post, therefore if you wish to repair or to return your goods – kindly please contact your nearest dealer to make your declaration, and at the same time, apply for a RMA number (RMA stands for Return Merchandise Authorization – please ask for RMA form and fill-up for authorization).

4. The freight for return goods for repair will follow the International customary practice and convention: Both parties is to pay for freight of one shipment each. The shipper is required to prepay the freight from the place of origin (This means that the returnee (user) covers the freight for return goods, while the Supplier covers the freight for goods after the repair).

5. Obsolete warranty is referred to as: (1) Expiration of warranty or (2) Damage due to misuse within warranty. The Supplier will be taken into consideration of the circumstances, to provide repair service with charges expense for obsolete warranty. This expense includes the cost of material and the cost of labor.

Note: If there is other particular issue not listed in the above conditions, both parties agreed to follow the General Law of Commerce with fair and reasonable discussion in handling and resolving the argument.

Contents

Chapter 1

Unpacking Your EBOX Mini PC

Congratulation! You have just acquired EBOX-3310MX-D4C series, please check the following items.

Packing List:

Item No.	Description	Q'ty
1	EBOX-3310MX-D4C series VESA PC	x1
2	Max. 22.5 watts External Power Adaptor, Vin: 100~240VAC 50/60Hz, Volt: +15VDC @ 1.5A Max.	x1
3	Drivers CD	x1

Note: The accessories are subject to change without immediate notice.

Check before Use

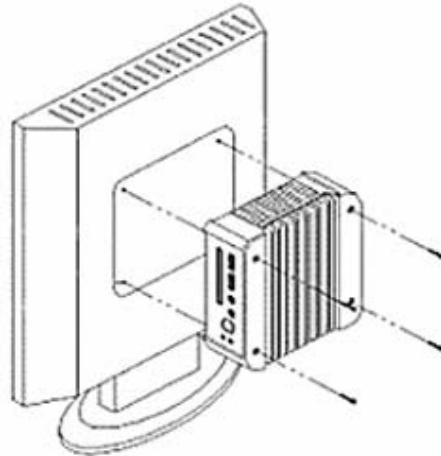1. EBOX-3310MX-D4C series Unit   2. AC Power Adaptor

3. Drivers CD

Preface

EBOX-3310MX-D4C series: VESA PC

The EBOX-3310MX-D4C series is a revolutionary device which is especially designed for limited physical space and temperature concerns. No matter you are in a jammed office, a crowded place, or public transportation, it can be easily integrated with a VESA LCD to bring you EBOX-3310MX-D4C series access at any time.

It can attach to any VESA mounting fixture; allowing it to be securely mounted onto desks, walls, or buildings, and thereby optimizes your work area. It can also attach directly to any size LCD for a mobile system for the use at trade shows, presentations, promotions, etc. Unlike traditional portable laptop design, the EBOX-3310MX-D4C series can be used with a large size LCD. Furthermore, with FANLESS design, EBOX-3310MX-D4C series is ideal to be used in the environment where temperature demand is critical.

So, if you are looking for a device that is able to provide you with more mobility & space but at the same time uses less power consumption, then EBOX-3310MX-D4C series will be surely meet your need.

The VESA® FDMI™ Standard defines mounting interfaces, hole patterns and associated cable/power supply locations for LCD monitors, plasma displays and other flat panel devices. EBOX-3310MX-D4C series is designed to fit this standard to make monitor attachment quickly and easy.

3

Chapter2

EBOX-3310MX-D4C series Overview

Front Panel

Power LED
The power LED lights up when system is turn on.

HDD LED
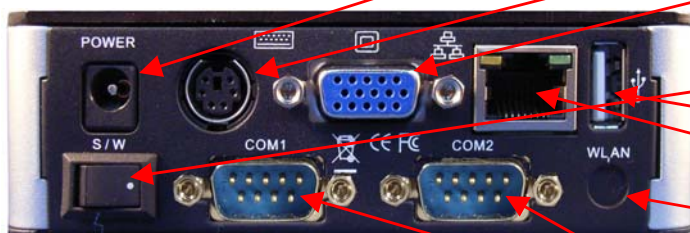LED flashes when the system is accessing Hard Drive.

SD Slot
This system is bootable from SD card. (In this series only EBOX-3310MX-S4C/ TS4C/ S4CAP/ TS4CAP support SD card)

USB v2.0 ports
For connection to devices with USB interface (HDD, CD/DVD-ROM, Memory Stick, etc.)

RS-232

Back Panel

DC Power Jack

PS/2 Keyboard or Mouse (6-pin)

VGA

Power switch

USB Port

RJ-45 LAN Jack

Wireless Antenna connector (optional)

RS-232

System Specification

CPU
Vortex86MX+

Main Memory
1GB DDR2

BIOS
AMI BIOS

VGA
Resolution up to 1920 x 1200 High Colors

TV Input
RCA Jack x1
(Only on TS4C/ TS4CAP/ TD4C/ TD4CAP)

Keyboard and Mouse
PS/2 Keyboard and Mouse
(Only on S4C/ S4CAP/ D4C/ D4CAP)

On-Board SATA
SATA 2.0 connector x1 (Optional)

Peripheral
1. USB V2.0 x 6
2. SD slot x 1(Optional)
3. Serial ports x 4

Dimension & Weight
115 x 115 x 35 mm / 500g

Operating System
Windows XP Home/ Pro

Windows XP Embedded

Windows Embedded CE

Supported Linux Distribution list:
1. Debian 4.0
2. Debian 5.0
3. Ubuntu 8.04
4. Ubuntu 8.10
5. Ubuntu 9.04
6. Ubuntu 10.04
7. Edubuntu 9.04 (Ubuntu 8.10 base)
8. Easy Peasy 8.10
9. Puppy 4.2.1
10. Puppy 4.1.2
11. WattsOS2 Warp30 (Ubuntu 8.10 base)

※ Red letters: Standard IDE compatible option enable could help for install directly

※ Ubuntu 8.10 / WattOS, Remember to enable the Media Port Instruction option for VGA compatible.

Peripherals

Connecting the Power Adaptor

DC Power Jack

To use EBOX-3310MX-D4C series immediately, please attach the supplied adapter for the power source. See the left diagram for visual connection.

Connect the DC power jack of the power adaptor to the DC Input of EBOX-3310MX-D4C series.

Turning ON EBOX-3310MX-D4C series

Switch on power as indicated on your left-side figure, the system will start.

Note: With the Auto Power On supported models (optional), the system then will be turned on automatically.

Connecting the Monitor

VGA Connection

Make your LCD display connection with the VGA cable to the 15-pin D-Sub VGA port.

TV-IN Connection (Optional)

You can connect to the Video Capture via RCA Jack by using the Audio/Video Cable (Not included).

Note: This feature only available on TV-IN supported model:
TS4C/ TS4CAP/ TD4C/ TD4CAP

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Peripherals

Connecting the USB

EBOX-3310MX-D4C series provide five external USB ports with (four at the front, one at the rear) and one internal USB port.

SD Slot

For booting device by SD Card.   (In this series only EBOX-3310MX-S4C/ TS4C/ S4CAP/ TS4CAP support SD card)

USB Ports

The USB ports are available for connection to USB devices such as CD-ROM / Pen Drive.

Connecting the LAN

RJ-45 LAN

There is an available RJ-45 LAN jack for Ethernet connection.
(See left diagram for RJ-45 Jack).

Connecting the Keyboard and Mouse

PS/2 Keyboard or Mouse (6-pin)

This PS/2 Port is shared for connecting Keyboard and/or Mouse by using Split Y-Cable (not included).

# Connecting Serial port

Serial Ports (Optional)

The serial port is usually connected to a serial device like modem or terminal devices.

Chapter3

BIOS Reconfiguring

1. Take note that AMI BIOS is used in the EBOX-3310MX-D4C series. To reconfigure the EBOX-3310MX-D4C series, press or hit the <Del> key to enter your BIOS setup main menu.
2. Select from the menu, the desired setup for change.
3. Press <Esc> to go back to main menu.
4. Press <F9> to load factory default setting.
5. Move to "Exit" TAB and select "Save Settings and Exit", press "Y" to save the changes that you just made. EBOX-3310MX-D4C series will restart accordingly to your new setup.
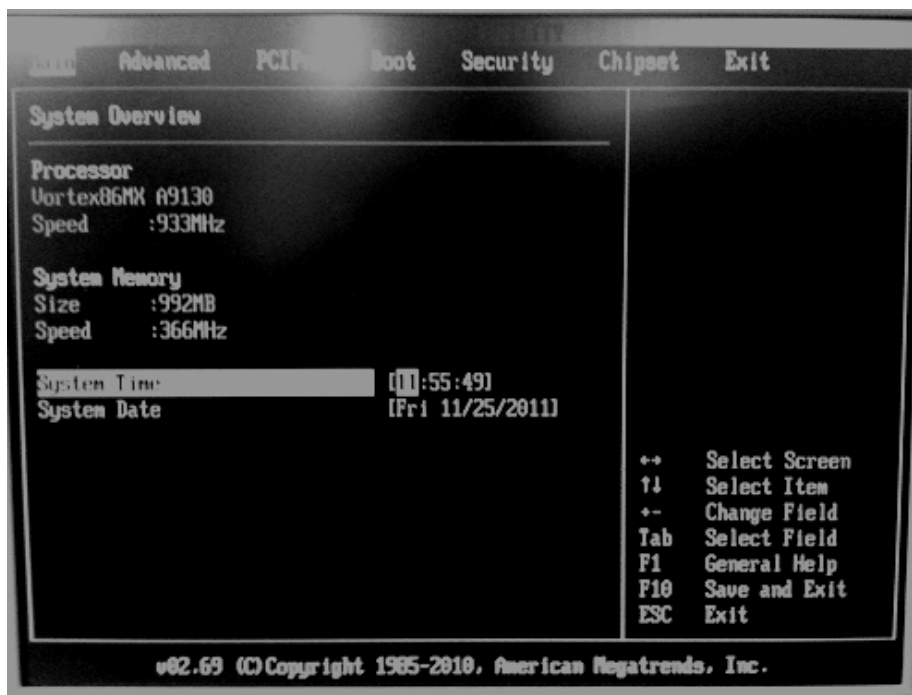
**(AMI BIOS Setup menu)**

INSTALL THE DRIVER:

Under the Windows series OS, the following drivers need to be installed manually.
1. Ethernet driver.
2. RS-232 driver (USB to RS-232 port).
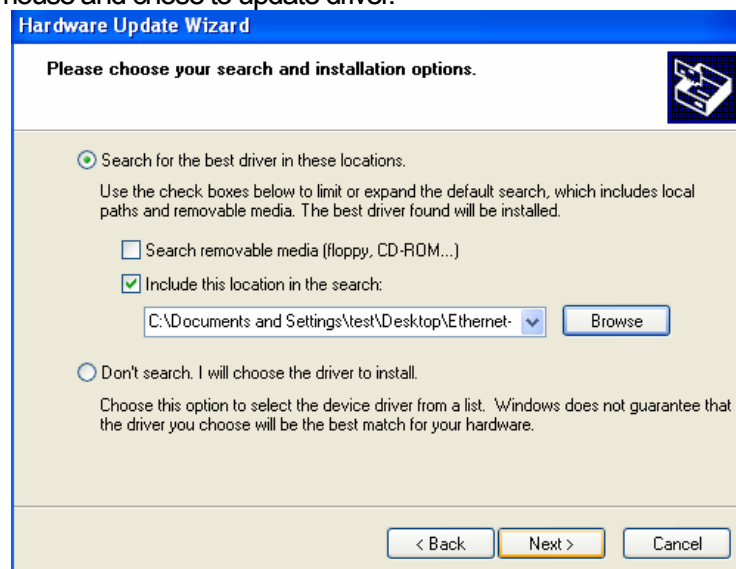3. Video capture chip driver (for TV-IN models: EBOX-3310MX-TS4C/ TS4CAP/ TD4C/ TD4CAP).

Note: COM5 port was extended from a USB port.

ETHERNET DRIVER:

1. Find the yellow question mark of Ethernet in the Device Manager under the control panel/ system.
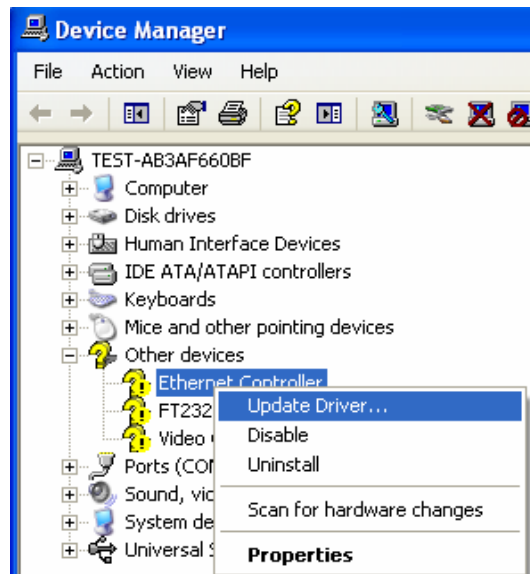
2. Right-click the mouse and chose to update driver.

3. Choose the location of Ethernet-A9120-Mac folder. (You may update driver from the CD in the package or apply from your supplier).

4. Click "Next" and then choose "continue anyway" to ignore the "unrecognized object" warning and restart the windows after the installation.

RS-232 DRIVER (FOR USB TO RS-232 PORT):

The RS-232 COM5 port from EBOX-3310MX-D4C series was extended from a USB port; you'll need to install the RS-232 driver. Please follow the steps below under the Device Manager:

1. Right-click the mouse on the yellow question mark to update the driver.
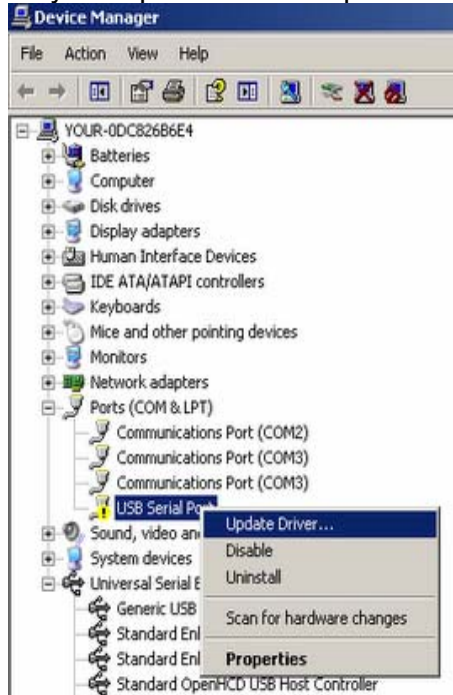
2. Repeat the same as previous step, click the 2nd selection to install the driver at specific location.

3. Find the location of FT232 driver. (Choose the folder and click "Next", the system will search and install automatically).
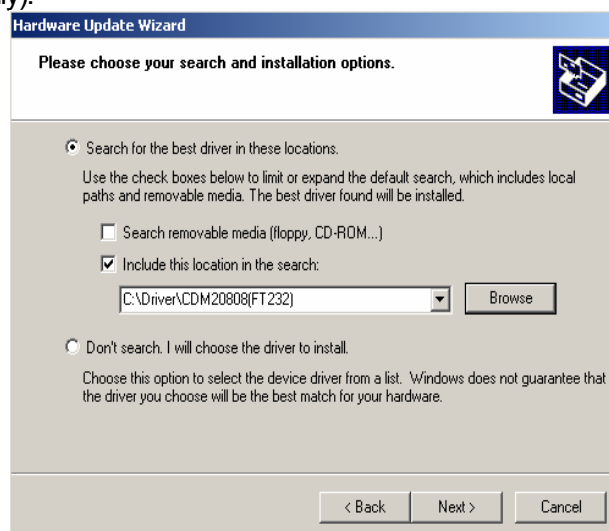
4. Choose "continue anyway" to ignore the "unrecognized object" warning and restart the windows after the installation.

VIDEO CAPTURE CHIP DRIVER:

1. Find the yellow question mark of the unknown device under the control panel/ system.
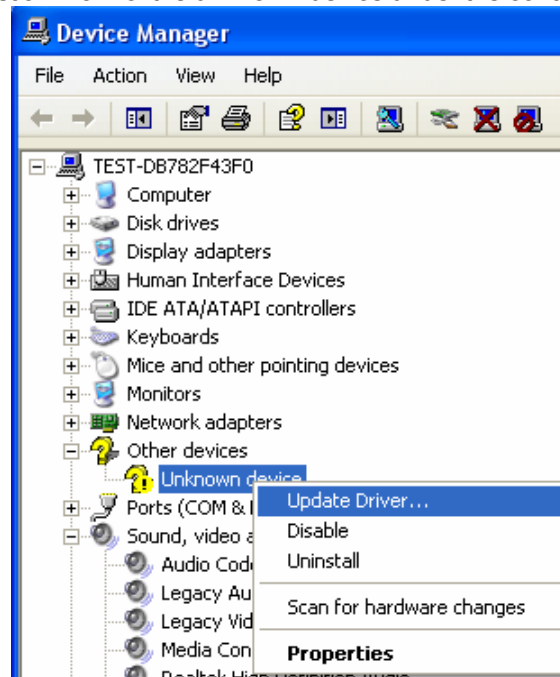
1. Choose update by clicking the 2nd selection to install the driver at specific location.
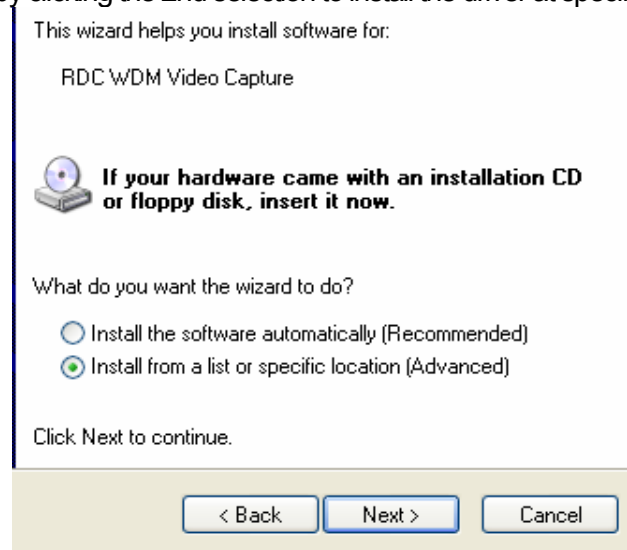
2. Choose to install the driver manually.
3. Select the sound & video type (with speaker icon) to install the driver.
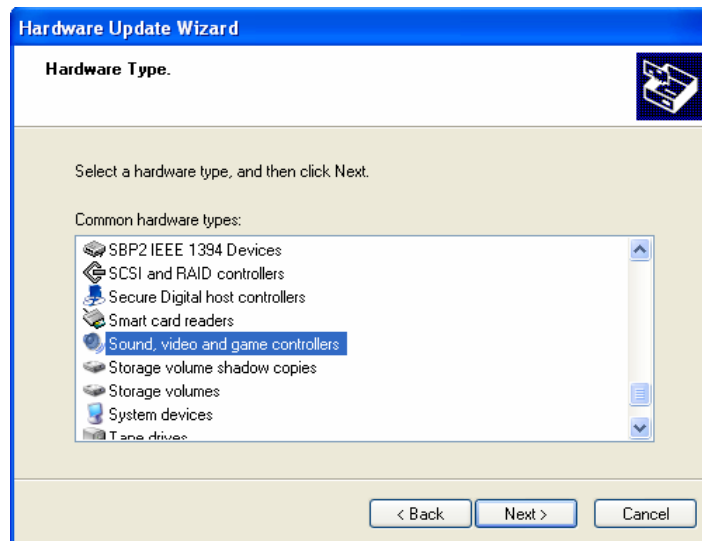
4. Find the rdccap.INF under the TV-IN Capture\ WDM.
(You may update driver from the CD in the package or apply from your supplier).
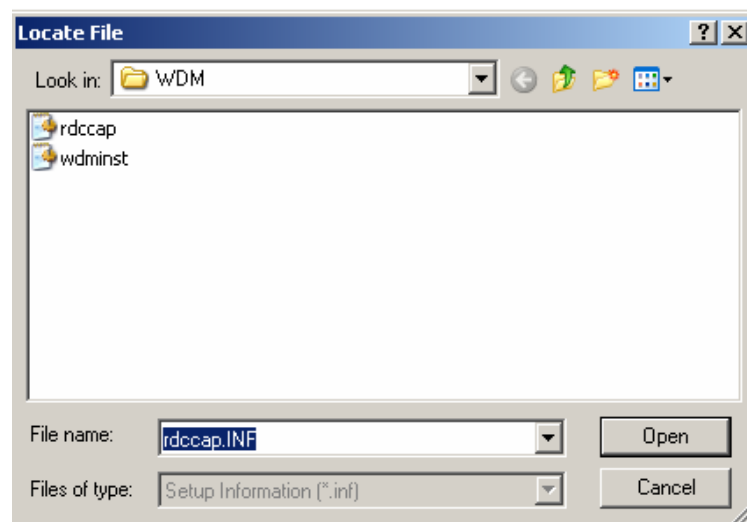
5. Warning message (Windows: unrecognized object) might pop out during the installation, just continue anyway and restart the windows after completed.

Debian / Ubuntu Linux Installation Guide

In the MX+ platform, with the newer IDE and Ethernet controller, both of the two controllers just start supported from kernel 2.6.28.3. Please refer to the guide to help you complete the installation.

How to install Linux on Vortex86MX+ platform?

Preparation:
1. The Linux installation DISC (Ubuntu8.04, 9.04, 10.04, Debian4.0, 5.0)
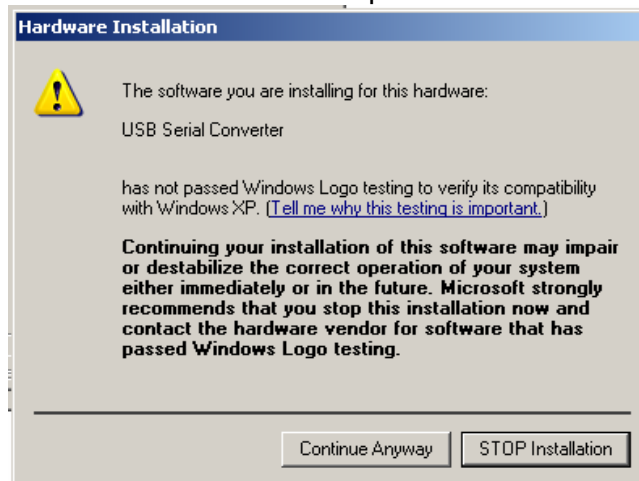2. A completely formatted storage (SD, 2.5' SATA HDD or SATA DOM)
3. Intel/AMD platform Personal Computer
4. Confirm the BIOS setting:
  A. IDE Configuration\ IDE mode >> **Native mode**
  B. USB Configuration\ USB 2.0 Controller Mode >> **Fullspeed**
5. The 2.6.30 or higher kernel package DMP provided for Vortex86MX+ platform

Note: The completely formatted storage is helpful to avoid some unexpected error in the procedure. After you plug all the devices and ready to install, please follow the steps as below:

Step1:
  Please follow the standard procedure to install the Linux OS base on the Intel or AMD platform first, and make sure your Linux can boot up normally, after install completed.

Step2:
  A. Copy the .deb file (kernel package) that DMP provided into your USB pen driver or other removable storage.

  B. Press Ctrl + Alt + F1 keys to enter text mode.
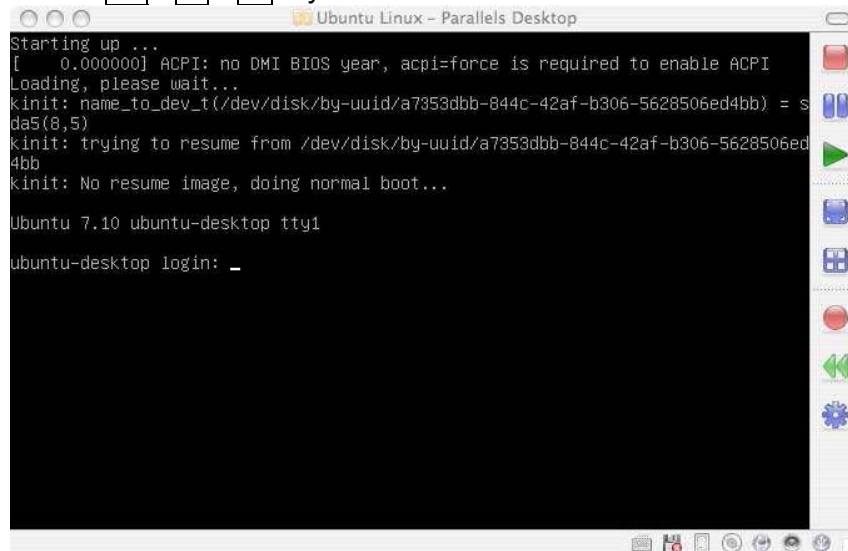
  The system would ask you to enter your user name and password.

  C. Plug on the USB pen driver and try to mount it as mnt.
   #sudo su
   #mount /dev/sda1 /mnt
   #cd /mnt
   Confirm the actual codename to mount.

D. To unpack the kernel package and update.
   # dpkg -i xxx.deb
   # update-initramfs –k 2.6.30-vortex86mx -c
   # update-grub

E. When these three procedures completed, type reboot to reboot system.
   # reboot

Step3:
   Moving the storage installed Linux, back to VortexMX+ platform.

Step4:
   Turn on the power to boot.

For Ubuntu

When it start booting, press the Esc key when it boot. Confirm the Grub list first. There should has an option 2.6.30-vortex86mx, and then to boot.
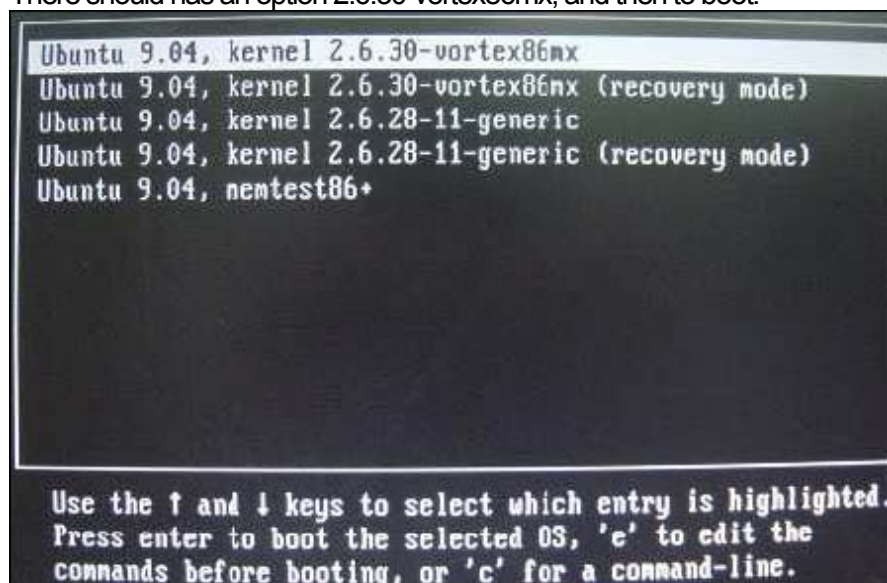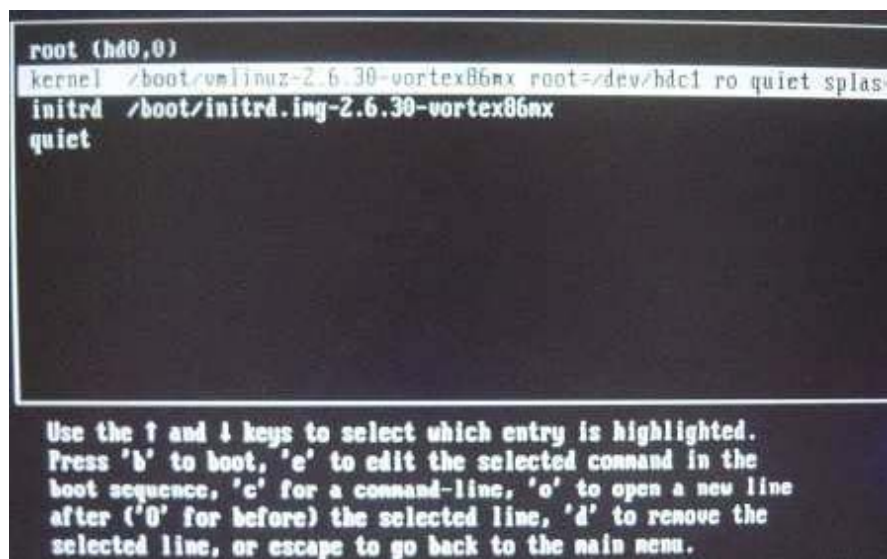


```
Ubuntu 9.04, kernel 2.6.30-vortex86mx
Ubuntu 9.04, kernel 2.6.30-vortex86mx (recovery mode)
Ubuntu 9.04, kernel 2.6.28-11-generic
Ubuntu 9.04, kernel 2.6.28-11-generic (recovery mode)
Ubuntu 9.04, nemtest86+




    Use the ↑ and ↓ keys to select which entry is highlighted.
    Press enter to boot the selected OS, 'e' to edit the
    commands before booting, or 'c' for a command-line.
```

For Debian

Please press the Esc key to confirm Grub list and press E key to confirm and modify the storage's codename.


```
root (hd0,0)
kernel  /boot/vmlinuz-2.6.30-vortex86mx root=/dev/hdc1 ro quiet splas+
initrd  /boot/initrd.img-2.6.30-vortex86mx
quiet



    Use the ↑ and ↓ keys to select which entry is highlighted.
    Press 'b' to boot, 'e' to edit the selected command in the
    boot sequence, 'c' for a command-line, 'o' to open a new line
    after ('O' for before) the selected line, 'd' to remove the
    selected line, or escape to go back to the main menu.
```

Note: The Grub list parameters you can modify in the file /boot/grub/menu.lst.
Primary / Master = hda1
Primary / Slaver = hdb1
Secondary / Master = hdc1
Secondary / Slaver = hdd1

Video Capture Driver installation for Linux
Pending….

Chapter 4

Technical Specification

Model Type	3310MX-TS4C 3310MX-TS4CAP (TV-IN)	3310MX-TD4C 3310MX-TD4CAP	3310MX-S4C 3310MX-S4CAP (VGA)	3310MX-D4C 3310MX-D4CAP
Processor	Vortex86MX+ (933MHz)			
Memory	Onboard 1GB DDR2			
VGA	Integrated Graphics Chip / D-Sub 15-pin			
TV-IN	RCA Jack		N/A	
Ethernet	10/100 Mbps LAN Built-in PXE diskless boot function (RJ-45 connector)			
USB	6 ports (4 at the front; 1 at the back & 1 Internal)			
Audio	N/A			
GPIO	N/A			
MIO — SD Slot	1x	N/A	1x	N/A
MIO — SATA	N/A	1x	N/A	1x
MIO — PS2	N/A		1x	
Serial — RS-232	4x			
Power	DC +8V ~ +15V			
Dimensions	115 x 115 x 35 mm			
Weight	500g			
Operation Temp.	5 ~ 50 ℃			

Note:

1. EBOX-3310MX-D4C series have full COM ports x 4, COM1, COM3, and COM4 in standard 9pin RS-232 COM ports.
2. COM5 is from USB to COM Port 9pin, additional driver needs.
3. 2.5" SATA HDD/ DOM support (Optional).

EBOX-3310MX-D4C series Models Listing:

EBOX-3310MX-TS4C: TV-IN Version with 6 x USB ports, 4 x RS-232 ports, SD card support, no SATA DOM supported
EBOX-3310MX-TD4C: TV-IN Version with 6 x USB ports, 4 x RS-232 ports, with SATA DOM, no SD card supported
EBOX-3310MX-S4C: VGA Version with 6 x USB ports, 4 x RS-232 ports, SD card support, no SATA DOM supported
EBOX-3310MX-D4C: VGA Version with 6 x USB ports, 4 x RS-232 ports, with SATA DOM, no SD card supported
EBOX-3310MX-TS4CAP: TV-IN Version with 6 x USB ports, 4 x RS-232 ports, SD card and Auto Power On support, no SATA DOM supported
EBOX-3310MX-TD4CAP: TV-IN Version with 6 x USB ports, 4 x RS-232 ports, with SATA DOM and Auto Power On support, no SD card supported
EBOX-3310MX-S4CAP: VGA Version with 6 x USB ports, 4 x RS-232 ports, SD card and Auto Power On support, no SATA DOM supported
EBOX-3310MX-D4CAP: VGA Version with 6 x USB ports, 4 x RS-232 ports, with SATA DOM and Auto Power On support, no SD card supported

Chapter 5

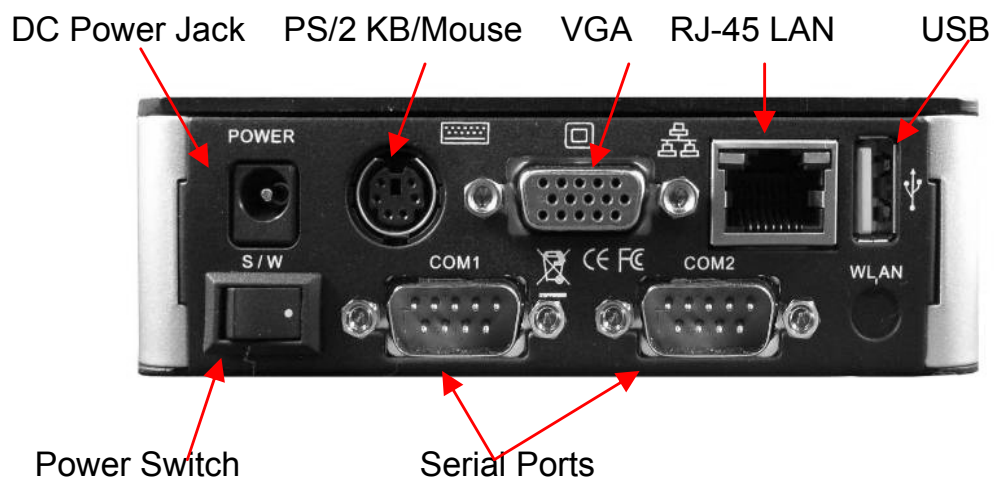# Onboard Connectors Summary

Summary Table for CPU Board

Nbr	Description	Type of Connections	Pin nbrs.
J1	SODIMM-SOC-200P-1.8V	SODIMM socket 200 Pin	200-pin
J3	SATA	SATA socket	7-pin
J5	USB5 (Front)	USB Connector	8-pin
J6	USB6 (Front)	USB Connector	8-pin
J7	USB1 (Back)	USB Connector	8-pin
J8	USB3 (Inside)	USB Connector	8-pin
J9	Ethernet LAN	RJ-45	8-pin
J10	VGA	D-Sub Connector	15-pin
J12	PS/2 connector	Mini Din connector	6-pin
J13	TV-IN connector	RCA Jack	1-Pin
J14	COM1 Port	Box Header 5x2 2.0mm	10-pin
J16	DC 15V Input	DC-JACK	1-pin
J17	Power Switch	Power Switch	4-pin
J18	USB4 (Front)	USB Connector	8-pin
J19	USB5 (Front)	USB Connector	8-pin
J22	COM4 Port	Box Header 5x2 2.0mm	10-pin
J23	COM5 Port	Box Header 5x2 2.0mm	10-pin
J25	COM3 Port	Box Header 5x2 2.0mm	10-pin

▶ Front Connectors Outline

USB   Serial Ports   Power & HDD LED

SD Slot(In this series only EBOX-3310MX-S4C/ TS4C/ S4CAP/ TS4CAP support SD card)
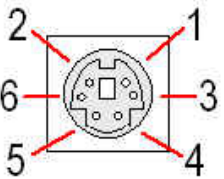
▶ Rear Connectors Outline

DC Power Jack   PS/2 KB/Mouse   VGA   RJ-45 LAN   USB

Power Switch   Serial Ports

RCA Jack for TV-IN (Optional)

*TV-IN function Only Available on EBOX-3310MX-TS4C / TD4C / TS4CAP / TD4CAP.

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Pin Assignments
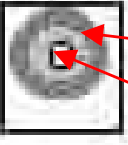
J12: PS/2 Keyboard or Mouse – 6-pin Mini-Din Connector

Pin #	Signal Name
1	KBCLK
2	PMCLK
3	GND
4	KBDAT
5	PMDAT
6	SB5V
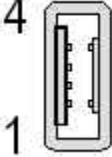
J17: Power SW – Push Button Switch

Pin #	Status
|	ON
O	OFF

J16: DC-IN (15V) – 2-pin Jack
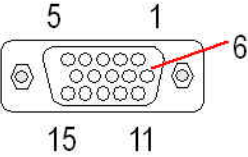
Pin #	Signal Name
1	+15V Input
2	GND

J7: USB (90°)– 4-pin USB Type 1 Connector (Vertical Type)
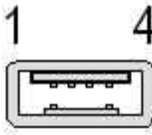
Pin #	Signal Name
1	VCC
2	USB0-
3	USB0+
4	GND
5	GGND
6	GGND

J10: VGA – 15-pin D-Sub Connector

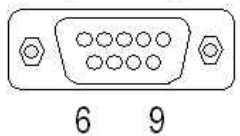| Pin #	Signal Name	Pin #	Signal Name	Pin #	Signal Name
1	MR	6	GND	11	NC
2	MG	7	GND	12	VCC
3	MB	8	GND	13	HYSYNC
4	NC	9	NC	14	VSYNC
5	GND	10	GND	15	VCC

J5, J6, J18, J19: USB (USB2): For connection to external USB device –4-pin USB Type 1 Connector (H)

Pin #	Signal Name
1	VCC
2	USB2-
3	USB2+
4	GND
5	NC
6	NC
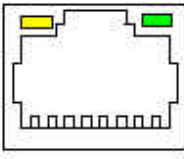
LEDS: POWER ON / OFF & HDD R/W

LED Color	State
Green	Power On
Green	HDD On
Green Flashes	HDD R/W

J14, J22, J23, J25: COM - 9-pin D-Sub Connector

Pin #	Signal Name	Pin #	Signal Name
1	DCD1	2	RXD1
3	TXD1	4	DTR1
5	GND	6	DSR1
7	RTS1	8	CTS1
9	RI1	–	–

J9: LAN: RJ-45 Connector

Pin #	Signal Name	Pin #	Signal Name
1	FTXD+	2	FTXD-
3	FRXIN+	4	NC
5	NC	6	FRXIN-
7	NC	8	NC

Chapter6

Taking Care of your EBOX

This section gives you some guidelines on using EBOX-3310MX-D4C series – Safe using, Storing and Handling.

Storing

▶ Do not place EBOX-3310MX-D4C series in a location that is subject to:

- Heating sources, such as stove, oven, heater, radiator or air duct
- Direct contact from sunlight
- Rain or moisture area
- Excessive dust accumulation area
- High humidity place
- Constant or occasional mechanical movement, vibration or shock
- Strong magnets or magnetic fields or magnetically unshielded speakers
- Ambient temperature of more than $95^{\circ}F$ ($35^{\circ}C$) or less than $32^{\circ}F$ ($0^{\circ}C$)

▶ Do not place other electronic device or electrical equipment near EBOX-3310MX-D4C series. The electromagnetic field of the EBOX-3310MX-D4C series may cause interference subjecting to malfunction.

▶ Provide adequate air ventilation (circulation) to prevent internal buildup of heat. Do not place EBOX-3310MX-D4C series near the wall, behind the curtains or draperies, in between two books that block its ventilation slots. Leave a space of at least 8 inches (20cm) behind the sides and back panel of the EBOX-3310MX-D4C series.

▶ Change of environmental temperature: Problems may occur when there is a sudden change of environmental temperature, or if the EBOX-3310MX-D4C series is brought directly from a cold location to a warm one, moisture may condense inside EBOX-3310MX-D4C series. Turn off the device, and contact your nearest dealer.

▶ Check the surrounding appliance(s) before using EBOX-3310MX-D4C series. Since the EBOX-3310MX-D4C series uses high-frequency radio signal and may interface with radio or TV reception causing interference or poor signal display. When this happens, relocate the EBOX-3310MX-D4C series by a suitable distance away from the set.

▶ Do not drop the EBOX-3310MX-D4C series from the working table nor place heavy objects on top of it.

Using Cables for Connection

▶ To avoid problem, use only the specified interface cables in your accessory bag. The supplier will not be responsible for the connection arising from the other unspecified peripheral equipment.

▶ Do not use cut or damaged cables for connection.

Cleaning Your VESA PC

▶ Clean the VESA PC with a soft, dry cloth or a soft cloth lightly moistened with a mild detergent solution.

▶ Do not use any type of abrasive pad, scouring powder, or solvent such as alcohol or benzene, as these may damage the finish of EBOX-3310MX-D4C series.

▶ When a solid object falls or a liquid spills onto the EBOX-3310MX-D4C series, turn off the EBOX-3310MX-D4C series immediately and unplug the LAN and power cables. Contact a qualified person or your dealer to check the EBOX-3310MX-D4C series before you use it again.

▶ Always disconnect the power cord from the power source before cleaning the EBOX-3310MX-D4C series.

Troubleshooting

This section describes the techniques of resolving some basic problems that you encounter when using EBOX-3310MX-D4C series. For more troubleshooting guidelines, please contact your nearest dealer for technical support.

Troubleshooting Your VESA PC

A. VESA PC does not start

➤ Make sure the EBOX-3310MX-D4C series is properly secured and plugged into a power source before it is turned on. Make sure the power indicator shows the power is on. See section 2 for more information about "EBOX-3310MX-D4C series Overview".

➤ When the EBOX-3310MX-D4C series is plugged into a power strip or the UPS (Uninterruptible Power Supply), make sure the power strip or UPS is turned on and working normally.

➤ Check if your VGA or LCD monitor is properly plugged into a power source and turned on. Make sure the brightness and contrast controls are adjusted correctly. See the manual that came with your display (monitor) for details.

➤ Check if your power control button does not function, by removing the AC adaptor. Wait for one minute, and then reattach all power connection before pressing the power button.

➤ Condensation may cause the EBOX-3310MX-D4C series to malfunction for a while. If this happens, do not use the EBOX-3310MX-D4C series for at least one hour.

➤ When you have checked all the above guidelines and the EBOX-3310MX-D4C series does not work. Remove the power adaptor from the EBOX-3310MX-D4C series, unplug the power cord, and plug it in again. Then turn on the power.

B. BIOS Error Message –

BIOS error message appears when my VESA PC starts

If the BIOS error message appears, press any key to resume or, hit <DEL> to enter BIOS setup main menu, follow these steps:

1. Press <DEL>, and the BIOS Setup main menu appears, check if HDD is detected. If it is not detected, use Direction keys <↑↓> to choose "AUTO" and then go back to the main menu by pressing <ESC>. Move your cursor down with Direction keys <↓>, and choose "Save Settings and Exit", a message dialog appears as seen below, hit <Enter>.

     "Save current settings and exit (Y/N)? Y".

2. Go to "Exit" menu using the Direction keys <↑↓> and choose the option "Load Optimal Defaults", then press <Enter>. A message dialog appears as seen below, hit "Y" key and presses <Enter> to save and recover to the factory setting.

     "Load Optimal Defaults (Y/N)? Y".

(BIOS Setup menu "Exit")

C. "Operating System Not Found" –

A message indicating that "Operating system not found" appear when my VESA PC starts (Windows won't start)

▶ Enter your BIOS setup main menu by pressing <DEL> key, be sure that the C: drive is enable.

▶ If Windows still does not start, follow these steps to initialize the BIOS:
1. Turn off the EBOX-3310MX-D4C series.
2. Remove any peripheral devices connected to the EBOX-3310MX-D4C series.
3. Restart the EBOX-3310MX-D4C series.
4. Press <**DEL**> to enter BIOS Setup main menu window.
5. Follow the steps as written in **B. BIOS error message**.

▶ If you have just connected EBOX-3310MX-D4C series to a CD/DVD or USB Drivers, remove these peripherals. And restart to confirm that the Windows operating system starts properly. If EBOX-3310MX-D4C series continues to display the message "Operating system not found," and Windows does not start, please contact your nearest dealer for servicing.

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Chapter 7

Terms and Conditions

Warranty

The warranty terms for EBOX-3310MX-D4C series are twelve (12) months from the beginning on the date of invoice. During the warranty period, DMP Electronics will repair replace the product covered under this limited warranty.

Service and Support

DMP Electronics Inc. provides the technical support for hardware problems with your system throughout the warranty period. The technical support service is limited to configuration and operation of EBOX-3310MX-D4C series sold by DMP Electronics Inc. The technical support service does not offer software tutoring or training.

Return Merchandise Authorization（RMA）policy

If the DMP staff or dealer determines that a part is defective. Purchaser must call our technical support service to obtain an RMA number before attempting to return any part. Please contact your nearest dealer to obtain an RMA number.

Purchaser must follow procedures as below：
1. Complete the DMP Electronics Inc. standard RMA Form and fax back to the RMA Department.
2. The RMA Number must be used within 7 DAYS.
3. The RMA Number must be shown clearly on your shipping label.
4. DMP Electronics Inc. must receive all Returns before a replacement will be sent.
5. The repair cost is depends on the parts, the damage reasons, and whether under warranty period…etc. The Seller will charge the Purchaser in a reasonable price.
6. A copy of the invoice for the RMA product(s) will also be shipped to Purchaser.
7. The freight of return to DMP Electronics Inc. is charges to Purchaser account and accompanied by an RMA number. Any Returns with freight collect will be refused and returned to you. After Repairing, the cost of freight will be paid by Seller.
8. DMP Electronics Inc. must receive all returned goods within the warranty period.

Shipping Policy

The Purchaser must pre-pay shipping for any defective system or parts returned under the warranty. DMP Electronics Inc. shall not be liable for risk of loss or damage during shipment of your returned system or parts if you fail to insure the shipment.

All products must be shipped back to DMP Electronics Inc. in original or equivalent packaging. DMP Electronics Inc. will ship the repaired or replacement product(s) to Purchaser by freight prepaid. Purchaser assumes the risk of loss. DMP Electronics Inc. shall not be responsible for failure of the delivery service to make on-time delivery.